

## Governance Update: GHS Is Still GHS



Over the last 22 months, GHS has been on a journey to create an organization that will be successful in the population health environment. We have created a structure that gives us the flexibility to partner with others to bring value and improve the health of the communities we serve.

### GHS Is Still GHS

While our corporate structure may change, GHS remains GHS, a not-for-profit health system. Employees will see few, if any, changes in day-to-day operations. They remain GHS employees and wear the same ID badges. The GHS logo does not change. The new governance structure is established so that we can continue to transform healthcare and achieve our mission to *heal compassionately, teach innovatively and improve constantly*.

In June, the Strategic Coordinating Organization (SCO) Board of Directors agreed that GHS President and CEO Michael Riordan will focus 100% of his time as president and CEO of the SCO. Riordan has formed a task force that will focus on transitioning functions to the SCO that bring value to the overall system.

The task force consists of three members of GHS' executive team:

- Angelo Sinopoli, MD, vice president of Clinical Integration & Chief Medical Officer
- Joe Blake, vice president of Legal Affairs
- Malcolm Isley, vice president of Strategic Services

As Riordan transitions to leading the SCO, Spence Taylor, MD, has agreed to serve as president of GHS. Dr. Taylor and his leadership team will manage the day-to-day operations of Greenville Health System.

“Dr. Taylor is an experienced teacher, scientist, surgeon, administrator and executive leader who is well respected throughout the organization,” noted Riordan.

“Our challenge is to remain focused on supporting the critical relationship between our patients and our health professionals,” emphasized Dr. Taylor. “All GHS employees are health professionals just like those who serve in our military are soldiers. They may never see combat, but they are still soldiers. Many of us do not directly interact with patients, but what each of us does is significantly important to ensuring that our patients feel cared for and receive the highest quality of care.”

“Our challenge is to remain focused on supporting the critical relationship between our patients and our health professionals.”

— Spence Taylor, MD,  
GHS President

### What is the Strategic Coordinating Organization (SCO)?

The SCO sets the strategic direction and provides corporate support to GHS and any other affiliates that will join the new system.

### Why do we call it the SCO?

This is a placeholder name while all the pieces are put into place, which includes making sure that we are in compliance with all federal and state regulations and that our legal documents also comply.

Watch for updates from your managers, Plexus and Corporate Communications emails.

## Thank You for Making Quality a Top Priority!



Patewood Memorial Hospital recently was ranked #19 in the nation for orthopaedics by *U.S. News & World Report*, and all six of our acute-care hospitals improved their Overall Hospital Quality Star Rating with the Centers for Medicare & Medicaid Services (CMS).

Patewood Memorial Hospital received a high performance rating in hip replacement. And Greenville Memorial Hospital received high performance ratings in heart failure and chronic obstructive pulmonary disease treatments as well as colon cancer surgery.

CMS Star Ratings are relatively new and focus on a hospital's performance in seven areas: mortality, readmission, patient safety, patient experience, effective care, timely care and efficiency. Hospitals are rated using a one-to-five scale, with five stars being the best performance and three stars being the national average. Greer and Patewood hospitals both received five stars. Greenville, Hillcrest and Laurens County hospitals earned four stars, and Oconee hospital rated three stars.

Assessing quality in health care is complex, and while these ratings do not tell our whole story, they are cause for celebration. They indicate that we are performing at a high level across the system, which is a testament to the skill level and commitment of our employees. They also reflect an abundance of teamwork and a tireless pursuit to *heal compassionately* and *improve constantly* despite the ever-changing landscape of health care.



**Academics not only can take place in a traditional class setting, but also in clinical areas.**

## Riordan Report

### The Importance of Academics at GHS

At GHS, we focus on six Pillars of Excellence: People, Experience, Quality, Engagement, Finance and Academics. As our children return to school from summer vacation and we welcome our next class of 100 medical students to the University of South Carolina School of Medicine Greenville, I would like to discuss why academics is important to GHS.

Our pillar statement for Academics says *we educate to transform care*. What follows are some examples of how academic initiatives transform care.

Academic offerings provided by the GHS Clinical University are shaping the next generation of health professionals. Because our medical students receive paramedic training, they have firsthand knowledge of the issues patients face in their communities. We are introducing high school and college students to health professions through the Medical Experience (MedEx) Academy so that they can make informed decisions and be prepared for clinical careers. Research being conducted through the Clinical University is being noticed nationally and improving the health of our communities.

Academics not only can take place in a traditional class setting, but also in **clinical areas**. CenteringPregnancy is a great example of educating to transform care. Through group sessions, moms-to-be are able to learn about pregnancy health and parenting, and CenteringPregnancy

has been shown to reduce pre-term births among participants. Another example is the Center for Integrative Oncology and Survivorship (CIOS), which provides a holistic approach to increase quality of life and decrease potential cancer risks. One of the first such centers in the nation, CIOS combines education and team-based care to deliver patient-centered care.

Our work around **conscious leadership/conscious professionalism** is another example of educating to transform care. These tools encourage us to become more self-aware and create authentic relationships. To learn more about what we are doing with conscious leadership, read the article in this edition of *The View*.

I see our academic focus touching all three elements of our mission: *Heal compassionately. Teach innovatively. Improve constantly.* At GHS, we're transforming health care because we believe a better way exists to care for our patients and families, to keep and attract businesses to our region, and to create a healthier Upstate. Our academic focus offers the path to that better way.

Michael C. Riordan  
President and CEO

## Leadership Profile

### Windsor Westbrook Sherrill PhD, Chief Science Officer



#### Quick Takes

Hometown: West Columbia, SC

Family: Spouse and three sons (two in college, one in high school)

Interests: Spending time with family, reading historical fiction and watching ballet (she is a former dancer)

Translational research—research that directly impacts patient care—always has been the focus at GHS. Now, we have even greater opportunity to transform health care through innovative and collaborative projects with our academic partners: Furman University, University of South Carolina and Clemson University.

In 2013, GHS was named an academic health center, a distinction given to only 140 hospitals. In most cases, an academic health center is a hospital connected to one university. GHS is unique in that it shares this status with three universities.

“The GHS Clinical University is an innovative model,” said Windsor Sherrill, PhD, GHS’ chief science officer. “Patient care comes first, and education and research efforts support patient care by informing and enabling the transformation of health delivery. For university faculty, this model can transform their research agenda.”

For the last two years, Dr. Sherrill, has worked to connect faculty members at our academic partner institutions with GHS clinicians. As chief science officer, she oversees the GHS Division of Research and Scholarship, which supports researchers in their endeavors.

Much administrative research support is shared by Clemson and GHS research staff—sharing this function helps both organizations be more efficient. With hundreds of research studies occurring each year, the work that helps move a project from application to implementation to publishing is monumental.

GHS strengths always have been in applied health research. We collaborate on scholarship that informs new care models, drug and device developments, and that educates new doctors and nurses.

“Research at GHS is transformative,” Dr. Sherrill emphasized. “Not only do we impact the development of new treatments and technologies, we also help clinicians and scholars change the way they approach health research. Collaboration between GHS clinicians and university-based faculty researchers brings different perspectives to clinical challenges.”

Our theme is “better together,” noted Dr. Sherrill. Shared commitment to a common vision makes organizations more successful. “Leveraging research resources from both GHS and the universities is exciting,” she said. “Many challenges remain, but we have incredible opportunity for collaborative scholarship.”

An example of how clinicians and faculty are connecting is Embedded Scholars, a program that offers faculty researchers varying lengths of exposure to the delivery system. We have new PhDs who are beginning their research careers training in this setting. At the same time, we have seasoned professors taking time from teaching to collaborate on research within clinical settings. This program provides an opportunity to learn more about clinical processes and research needs of the health system.

“Involvement in health research isn’t limited to researchers and clinicians,” Dr. Sherrill pointed out. “Employees on the frontlines are very much a part of the scholarship at GHS. In this way, we collectively transform health care at the bedside.”

*Learn more about Dr. Sherrill and the GHS Division of Research and Scholarship at <http://university.ghs.org/research>.*

## Conscious Leadership at GHS

**Is it working? Collaborative research indicates the answer is yes.**

You may have heard a lot about conscious leadership, also called conscious professionalism, at GHS over the past several years. But what is it? How do we use it? And how can it improve the lives of our employees and patients?

Conscious leadership is a set of principles and practices focusing on enhanced self-awareness with ties to emotional and social intelligence theories. At GHS, learning about conscious leadership began with our own senior leadership several years ago. The GHS Academy of Leadership & Professional Development has since expanded the reach of conscious leadership to Leadership Team and management staff systemwide.

“Staff at all levels in many areas across the system are learning about and applying these ideas,” noted Sharon Wilson, director of Conscious Leadership Development. “These practices have value for everyone at GHS.”

### Is it working at GHS?

Two years ago, Marissa Shuffler, PhD, an assistant professor of psychology at Clemson University (GHS’ research partner) was introduced to Tod Tappert, vice president and system chief learning officer for GHS. Together they launched a multi-year research study to assess the impact of conscious professionalism at the health system.

“Since 2014, we’ve conducted annual surveys of GHS leadership and management—and we’ll conduct another one late this fall,” said Tappert.

The Clemson team reviewed this survey data and compared unit-level responses collected from our GHS Employee Opinion Survey.

Dr. Shuffler reported initial findings to GHS Leadership earlier this year. Early results suggest there is a positive value in learning about and applying conscious leadership practices.

“We found that leaders who were more familiar with conscious leadership also had better quality relationships with their employees,” said Dr. Shuffler. “We plan to continue this research to determine if these benefits hold over time and across different units,” she added.

### Management and Staff Education

Are leadership development activities offered by GHS making a difference in understanding and using conscious



Managers participate in a Conscious Leadership break-out session at the July LDR.

leadership? The research indicates the answer is yes.

“Leaders and managers who were more involved in conscious leadership development activities—such as monthly Leadership Grand Rounds and workshops at quarterly Leadership Development Retreats—were more knowledgeable about the principles of conscious leadership,” Dr. Shuffler noted.



(l-r) Christie Young, Reimbursement/Revenue Cycle; Andrea Amarah, RN, Med-Surg ICU, Hillcrest; Rusty Taylor, PT, Patewood; and Penny Hazel, Analytics/Revenue Cycle, discuss potential learning opportunities during the July LDR Conscious Leadership break-out session.

This research is just one aspect of the collaboration to understand the impact of conscious leadership at GHS. For example, Dr. Shuffler’s team is interviewing GHS leaders, clinicians and other staff to better understand what conscious leadership looks like on the frontlines. They also are examining how the quality of relationships between leaders and employees might affect perceptions of issues such as safety, justice, commitment and overall performance.

“I’m looking forward to building on the strong partnership between Clemson and GHS as we advance our understanding as to how, when and why conscious leadership might matter to everyone—from top management to frontline employees and ultimately to patients at GHS,” Dr. Shuffler emphasized.

Tappert agrees. “This is a terrific example of the power of collaborative relationships with our academic partners. We have questions that need to be studied, and Clemson is fully engaged in helping us find the answers.”

**Conscious leadership is a set of principles and practices focusing on enhanced self-awareness.**

## Quality Circle

### Tdap Voluntary Vaccine Program a Success

As of August 1, 71% of all GHS employees had received the Tdap (tetanus, diphtheria, pertussis) vaccine, either at GHS or in previous settings. That’s 10,477 of 14,737 employees!

Tdap is not required for employment, which makes such participation very impressive. While GHS clinical and patient support areas have the largest percentage of employees with the Tdap vaccine, 57% of employees not in these areas also have received it.

All three diseases are serious. Take pertussis (whooping cough): According to the Centers for Disease Control and Prevention, up to 2 in 100 adolescents and 5 in 100 adults with pertussis are hospitalized or have complications, including pneumonia or death for infants under 6 months.

Pertussis in adults can start as a chronic cough. “The route of transmission being by respiratory droplets easily spreads the infection to susceptible people,” said Robin LaCroix, MD, a pediatric infectious disease specialist at GHS. “Immunity to pertussis from childhood vaccination is not lifelong; antibodies decline over time, making people susceptible to contracting the infection.” That declining protection has led to the recommendation for revaccination in middle school and as adults.

Employee Health Services provides Tdap for free to all GHS employees and volunteers.

Learn more at <http://www.cdc.gov/vaccines/hcp/vis/vis-statements/Tdap.html>.

### Are You Ready for Flu Season?

Watch the e-newsletter *What’s Happening at GHS* and Plexus for information on flu vaccination schedules.



*GHS' Commitment to Excellence uses evidence-based leadership practices to help reach our goals for continued success. Each star in the logo represents a pillar—People, Experience, Quality, Engagement, Finance or Academics. Pillars help us think about and organize the work we do at GHS. Commitment to Excellence builds on our strong foundation of service excellence and patient- and family-centered care. "Hardwiring" these practices throughout our team will make GHS an even better place to work, practice medicine and receive care.*

## Stellar Service

### July Stellar Stars



**Kyle Fiffer**, manager, EVS/Patewood Medical Campus, maintains high standards of compassion. When a midnight water leak occurred in the ORs, Fiffer worked tirelessly to make sure the rooms were ready for patients at 7 a.m. He did such an outstanding job that not only did surgeries start on time but some OR staff also were unaware a leak had happened.



**Terry Guy**, Visitor Services/Greer Memorial Hospital, helped a patient who had arrived a day early for an MRI to have the test that day. The patient and her spouse live more than an hour away; both have health problems. Guy contacted staff to arrange for an MRI opening and to get the patient's insurance company to pay for the test a day early.



**Rebecca Campbell**, unit secretary/Oconee Memorial Hospital, made a patient feel "more like a person." The patient had asked for help with her TV. Campbell adjusted the TV; while there, the patient asked for help in going to the bathroom. Campbell noticed the bedding was soiled and immediately changed it. Campbell also found a phone charger for the patient.



### August Stellar Stars

**Thekla Bacharach, MD**, Surgery Residency, was lauded for her professional, compassionate communication. A family was struggling with whether to remove their father from life support. She explained their father's condition in terms they could understand. Her well-communicated, sensitive words helped the family make a difficult decision.



**John Cull, MD**, Department of Surgery, was recognized by the family above for his patience, listening skills and intuitive manner. The patient's daughter wrote that he gave them his full support. When her brother chose not to be in the room as his father was removed from life support, Dr. Cull kindly sought him out and described his father's last minutes.



**Karen Keane, RN**, Pediatric Oncology, 5th floor/Children's Hospital, was noted for her compassionate care of a child ever since her diagnosis. Here is one example from the patient's mom: On the day Clemson's football team visited, the child was too sick to leave her room. Keane made sure she received a gift bag from the players.



**Jennifer Cook**, Cancer Institute-Faris Road, makes radiation treatments less scary for pediatric patients. On her own time, Cook transforms scary masks used in radiation procedures into something children love. She learns ahead of time what they like, then creates masks of their favorite characters, such as superheroes and princesses.

## Volunteers of the Month



**Marilyn Buchanan** is the Volunteer of the Month for July. A volunteer at Laurens County Memorial Hospital since 2010, she serves in the Surgery Waiting area and the Gift Well shop. Buchanan joined the Auxiliary board in 2012 and provided valuable guidance when the Laurens County Auxiliary joined the Auxiliary to Greenville Health System. She completed her term as Auxiliary president last year and continues to help with special projects.



**Evelyn Edwards** is the Volunteer of the Month for August. For over 21 years, Edwards has graced patients, visitors and staff with her kindness and friendly manner. She first served at Allen Bennett Memorial Hospital and now can be seen at Greer Memorial Hospital on Wednesdays in the Hospitality Shop. At the young age of 94, she mastered the challenges of the shop's new computerized point-of-sale system.

## Standard of the Month

### Speak Up!

Do you feel uncomfortable speaking in a group? Are you afraid of not being understood in a meeting? Has someone ever encouraged you to speak up?

Speaking clearly is one way that we demonstrate this month's COMPASSION standard: *Communicate professionally*. Speaking clearly and listening attentively are critical to patient care and to successful healthcare delivery.

Public speaking is intimidating, whether your audience is 100 people or 10. While many of us won't find ourselves speaking to large groups, almost all of us regularly are asked to give our opinion or share knowledge in small groups. Examples include job interviews, team huddles, staff meetings, error reporting and care transitions.

Did you know that GHS has a chartered Toastmasters Club? When you think of Toastmasters, you may imagine groups of people learning how to give presentations or speak to large audiences. But it also aims to help members become successful in reaching their goals to develop self-confidence, demonstrate leadership and improve organizational skills.

In 2012, GHS leadership approved the establishment of a Toastmasters chapter at Greenville Memorial Hospital. After just its first year, the club earned the Distinguished Club Award; it received the Select Distinguished Club Award its second year. This year, the club earned the President's Distinguished Club Award—the highest honor a club can attain. GMH Toastmasters is among only a handful of clubs in the state to have received this distinction.

This award means that the club met nine of 10 goals focused on strengthening membership and supporting members as they reach individual goals. The honor reflects commitment and dedication by the members and its officers.

*Interested in joining Toastmasters? All GHS employees are invited. Meetings take place every other week in the RCP basement classroom from noon to 1 p.m. You are not required to attend every meeting, and you progress at your own pace. For more information, contact Marie Hindman at 797-7727 or [mhindman4@ghs.org](mailto:mhindman4@ghs.org).*



## Kudos



**Amy Crockett, MD (formerly Picklesimer)**, was named a John P. McNulty Prize Laureate for her work with CenteringPregnancy. Each year, the Aspen Institute, a national educational and policy studies organization, bestows this honor on four extraordinary leaders who use their exceptional leadership abilities, entrepreneurial spirit and private sector talents to address the world's toughest challenges.

**GHS and Clemson University** received a \$2.7 million grant from the National Institutes of Health to research preterm births. South Carolina has a high rate of preterm births; however, early research shows that pregnant women who take part in GHS' CenteringPregnancy program are less likely to have a preterm birth.

**Dianne Dillon CFRE**, director, Neurology and Post-acute Services/OPP, received the 2016 Women of Achievement Award from the Miss South Carolina Scholarship Organization. Recipients are recognized for leadership and success in their area of expertise, as well as a commitment to equality and diversity. Dillon was recognized for her work with organizations that support Children's Miracle Network, which benefits GHS Children's Hospital.



(l-r) Robyn Moon; Dianne Dillon, CFRE; and Anna Brown, Miss Hilton Head Island. Brown nominated Dillon for the Women of Achievement award and mentors Moon's daughter in the Miss South Carolina Princess Program.

**Able Shores and Jonathan Stenbeck**, Cancer Institute certified medical physicists, **Jason Edwards**, physicist, and **Brandi Holmes**, certified medical dosimetrist, were recognized as "High Achievers" in an international treatment planning competition sponsored by the American Association of Medical Dosimetrists and the Radiosurgery Society.

GHS treatment planners finished the competition in the top 20% of 420 entrants. Additional honors went to Shores and Stenbeck for scoring in the top 96th and 94th percentile, respectively. During the competition, entrants were asked to generate the highest quality stereotactic body radiotherapy (SBRT) prostate plan possible based on challenging scoring metrics.

Clinically, SBRT treatment involves fewer overall treatments but much higher treatment doses and, as such, requires the utmost accuracy.

**Greenville Health System**, Pathology Associates of Greenville (an exclusively contracted physician group) and the Greenville County Medical Examiner's Office have been accredited as a medicolegal autopsy facility for five years by the National Association of Medical Examiners—the second facility in the nation to earn this accreditation! Congratulations to Michael Ward, MD, and James Fulcher, MD, forensic pathologists with Pathology Associates of Greenville, on receiving this accreditation.

### Go, Radiothon!

Thanks to our community and Entercom Radio, over \$315,000 was raised for pediatric patients at GHS Children's Hospital on August 4-5. Radiothon funds provide equipment, toys, programs, research and services for children.



**GHS**—for the fifth year in a row—has been named by *Diversity MBA Magazine* as one of the top 50 companies for diverse managers and women to work. Companies included in this ranking have established programs that create access for women and people of color to move into leadership roles.

In addition, the magazine recently included **Kinneil Coltman**, GHS' chief diversity officer, in its "Top 100 Under 50" list. The list recognizes executive and emerging leaders who are focused on workplace inclusion and a commitment to community.



**Robert Saul, MD, FAAP, FACMG**, medical director of General Pediatrics at GHS Children's Hospital, recently published "Beyond the Genetic Diagnosis: Providing Parents What They Want to Know" in July 2016's *Pediatrics in Review*. The article

stresses the importance of providing accurate, up-to-date information to parents following a prenatal or postnatal diagnosis of a genetic condition as outcomes can change significantly over time based on available social support, health care and services.

### Faculty and Resident Program Awards

Congratulations to these faculty and residents honored during June's resident graduate ceremony!

#### 2016 Gold Humanism and Excellence in Teaching Awards

**Amanda Abaira, MD—OB/GYN**  
**Thekla Bacharach, MD—Surgery**  
**Gretchen Junko, DO—Internal Medicine**  
**Brian Schutzbach, MD—Family Medicine**  
**Drew White, MD—OB/GYN**  
**Geoffrey Yurcisin, MD—Surgery**

#### Faculty and House Staff Research Awards

**Kyle J. Jeray, MD—Orthopaedic Surgery**  
**Richard W. Gurich Jr., MD—Orthopaedic Surgery**

#### Lily M. and G.D. Jackson Awards (for outstanding first-year residents)

**Bijal P. Shah, MD—Family Medicine**  
**Joseph S. Tingen, MD—General Surgery**  
**Ryan M. Dean, MD—Internal Medicine-Pediatrics**

Jackson Award Recipients (l-r) Ryan M. Dean, MD; Bijal P. Shah, MD; and Joseph S. Tingen, MD. They are pictured with GHS President Spence Taylor, MD.



To learn more or give to the United Way, visit [www.ghs.org/unitedway](http://www.ghs.org/unitedway).

Watch for more information in the GHS e-newsletter.

### 2016 United Way Campaign: Be the Difference

When you donate through the United Way, you have the opportunity to make a difference in the lives of thousands of individuals and families as they build on the cycle of success. In 2016, the goal for GHS is for 30% of our employees to donate through the United Way and show our communities how much we care. Collectively and individually, we can be the difference.

Remember, you can designate your gift to the agency or agencies of your choice. Employees who donate will receive a free GHS/United Way notebook, and are eligible to win area theatre and college football tickets as well as gift cards to The Cheesecake Factory, Regal Cinemas, Southern Tide, Ruth's Chris Steakhouse, Home Depot, REI, Nike, Barnes & Noble, Bonefish Grill and Chili's!

### Greenville Women in Medicine and Science

Nationally, women are underrepresented among leadership roles in academic medicine. Greenville Women in Medicine and Science (GWIMS), an employee resource group and GHS Diversity Department program, works to support the following goals:

- Ensure leadership development and career advancement opportunities for women physicians and women faculty
- Increase recognition of women physicians and women faculty for their scholarship, educational, research, and clinical contributions
- Promote equality, work-life balance, a healthy work environment, and retention of women physicians and women faculty
- Foster mentorship and networking among women physicians and faculty

When asked why GWIMS is important, GHS' Mary Rippon, MD, the group's president, explained: "There are issues and concerns that female professionals share with our male colleagues such as work-life balance, mentorship and a healthy work environment that minimizes burnout. GWIMS gives us the opportunity to harness the perspectives of women physicians and women faculty in service to these important goals that make the work experience better for everyone."

GWIMS hosts leadership development events and social events and is open to all GHS physicians and faculty of USC School of Medicine Greenville. Men also are encouraged to become involved. If you are interested in joining GWIMS, please email Jessica Sharp, diversity coordinator, at [jsharp@ghs.org](mailto:jsharp@ghs.org).

### Cancer Moonshot Summit

GHS recently hosted a local Cancer Moonshot Summit in conjunction with the national summit led by Vice President Joe Biden on June 29. The focus of the initiative is to accelerate the development of new cancer treatments by making a decade's worth of progress in five years. To learn more about the initiative and progress being made at GHS, visit [ghs.org/moonshot](http://ghs.org/moonshot).



### Home Run for Military Appreciation

GHS Veterans Association members were on hand to congratulate WWII veteran Henry "Hank" Bender, who was honored during the Greenville Drive's Military Appreciation game July 3. Bender is the father of Fred Bender, director of Pharmacy Services.

### Grand Rounds Hosts Former Trauma Directors

On May 18, two former trauma program medical directors were on hand for Trauma Grand Rounds: Michael Stein, MD, who started GHS' Trauma Program in 1991, and Richard Miller, MD. Also present was Harlan Stone, MD, GHS emeritus professor of Surgery.

Dr. Miller was guest lecturer for Trauma Grand Rounds. He also facilitated a roundtable discussion on the Emergency Medicine Residency Program launching July 2017 and participated in a combination Trauma/ED Journal Club meeting. He currently is professor of Surgery and chief of Division of Trauma and Surgical Critical Care at Vanderbilt University Medical Center.



(l-r) Drs. Miller, Stein and Stone with Benjamin Manning, MD, current Trauma medical director.

### Medical Experience Academy

This summer, GHS Medical Experience Academy (MedEx) welcomed 160 students selected from over 500 applications from high schools and colleges across the state.

This unique program supports rising high school seniors and college undergraduates in exploring medical careers and advanced training for health care. MedEx draws students with potential and gives them opportunities to explore health care through hands-on experiences, lectures, workshops, research and community service.



A student tries his hand at life support using simulation equipment at Health Careers Night.

This year, MedEx Academy, Greenville Drive and Greenville County Schools teamed up for "Health Careers Night" at the Drive for middle and high school students interested in healthcare careers. Students enjoyed a cookout where they mingled with GHS health professionals and visited information booths representing various medical fields and services. Over 200 students and 50 GHS health professionals attended the event.

### Take Note! New Email for Reporting Safety Errors

The Joint Commission has changed the email address for reporting a safety event or concern to [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org).

You also can file a concern these ways:

- Online: [Submit a new patient safety event or concern](#). [Submit an update to your incident](#) (you must have your incident number).
- Fax: (630) 792-5636
- Mail: Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

For more information about reporting a safety event, email Mary Peters at [mpeters@ghs.org](mailto:mpeters@ghs.org).



Social events are among GWIMS activities that foster mentorship and networking.

### Four-paw Staff Join Children's Hospital

Child Life Services recently welcomed two new resident "staff" members. Vivitar (Vivi), a female golden retriever mix, works with Taylor Stathes in Radiology. Chevy, a male golden retriever mix, primarily assists Katie Sullivan on inpatient units.



(l-r) Vivitar and Chevy with their handlers.

## Data Analysis Is Integral to the Magnet® Environment

Among the Magnet Recognition Program's core characteristics are *Quality of Care* and *Quality Improvement*—both are evidence-based and require data analysis. A key Magnet standard is that organizations seeking Magnet designation or re-designation “serve as the fount of knowledge and expertise for the delivery of nursing care globally. They must be solidly grounded in core Magnet principles, demonstrate flexibility, and *constantly strive for discovery, new knowledge, and innovation.*”

To strive constantly for discovery and innovation, our nurses need to understand the data they are reading and make decisions based on what the data reveal. The ability to analyze data allows us to show improvement and tells a story based on that improvement. It also helps identify and work toward a reasonable but significant target.

GHS relies on data for process improvement and improved patient outcomes. For example, Professional Practice Council members review and analyze unit-level

data on Nursing Sensitive Indicators, and then address areas of opportunity with action plans based on best practice and research.

Good examples are the Neonatal Intensive Care Unit (NICU) nurses, who at all levels had full knowledge of data as they collaborated to reduce CLABSI in the NICU. Throughout GHS, nurses have worked diligently to shorten PICC line insert time and lower costs by reducing the need for chest X-rays for placement. Each effort required knowledge of the data to proceed. Awesome!

Through thoughtful examination of data and implementation of evidence-based practice across disciplines and among staff at all levels—including physicians—GHS strives to sustain high-quality outcomes in all aspects of care delivery and patient experience. Be proud as well as vigilant of this steady improvement and its impact on patients, families, and the community at large.

Onward and forward!



Michelle Taylor Smith, MSN, RN, NE-BC, FACHE, Vice President, Patient Care Services/Chief Nursing and Experience Officer

## Nurses Complete Research

Twenty future researchers attended a Research Boot Camp led by Susan Bethel, RN, manager for Nursing Research. This six-week series involved developing clinical inquiry questions, learning types of research designs, reducing bias in sampling, using statistics, choosing research instruments and critiquing research. Guest faculty provided their expertise for select sessions. Participants presented their research proposals during a graduation session in July.



Back row: (l-r) Trudy Ackard, Valorie Brooks, Patricia Brewster, Sara Roman, Angela Wood, Jackie Pusker, Anita DeWeese (guest faculty), Nirav Patil (guest faculty), Melinda Gillispie; Front row: (l-r) Bobbie Rhodes, Myra Lyles, Abby Paylor, Lisa Rackley, Mandy Thompson, Jan Lienau, Kyle Puckett, Tranaka Fuqua, Ethel Renew (project manager) Front (center): Sue Bethel Not pictured: Hattie Sanders, Cynthia Horton-Dias, Jeanne-Marie Allred, Angela Neeley and Cherryl Fae Smith

## July Service Anniversaries

<b>40 Years</b> Patrick Green Marsha Johnson Teresa Overstreet Mel Patterson William Stevenson	<b>25 Years</b> Sharon Arnold Barbara Beck Jim Cochrane Johnette Crocker Barbara Garner Mark Mathis Lula Meadors Mark Moore Tony Rogers Bob Seigler Jeff Stoerber	Jean Shine Ann Smith Lori Smith Dawn Turner Jennifer Turner Marilee Walmer	<b>15 Years</b> Crystal Aldridge Jonathan Bailey Faye Bennett Michelle Bishop Lori Bolding Ana Bonds John Chandler Susan Chisholm Charlotte Coleman Carolyn Gibson Rochelle Gordon Lauzette Green Marg Hall Amy Hayes Jennifer Holsonback Stephanie Jackson Cheryl Kelley Robert Kennedy Patrick Loftin Kristen Lowrey	David Malpass Tripp Masters Ella Meeks Chris Nelson Leslie O'Kelley Debi Oswald Phyllis Patterson Kathryn Ravenscraft Wanda Robinson Nancy Salazar Phyllis Simpson Fae Smith Sonya Smith Karen Taylor Margaret Thompson Jill Tucker Shannon Welch Larry Weston	Amanda Evans Jennifer Fuller Zach George Mike Gilliland Jenny Green Tara Hannon Rita Hawthorne JoAnne Hetzel Bobby Hill Bryce Kelley Bart Leon Jennifer Mann Elaine McDonald Emiline Meister Wynne Sullivan Brenda Thomason Dot Thompson Josh Tollison Geraldine Truesdale Tammy Von Glahn Sammy Wicker Jeff Wienke Jesse Williams	<b>5 Years</b> Kay Allred Crystal Atkins Eileen Avera Julie Barnett Elizabeth Bateman Chelsea Burgin Tiffany Burns Courtney Cannon Gabby Carvalhal Blair Conrad Barbara Cooke April Crenshaw Carl Cromer Shanell Davis Leah Dougherty Rammie Duck Erin Duncan Leigh Duncan Connie Erskine Nicole Fowler Alicia Gantz Haley Gonick Clifton Gordon Kathryn Harris Brandy Hawthorne Marie Hindman	Lakeisha Holden Brandie Holmes Amanda Howard Paul Johnson Priscilla Johnson Ivery Jones Laurie Kline Lara Lanphere Darla Leiva David Levy Cory Logston Kim Lusk Michael Lynn Kimberly Lyon Tina Malek Katie McClellan Cathy McFadden Donetta Milner Rob Moore Ally Nizolek Kimberly Ostrowski Heather Parker Tiwana Perry Robin Pitts Tina Porcher Dana Pringle Natasha Robinson	Paige Rostin Isabel Sabbs Casey Shilling Phyllis Seawright Sandra Shealy Brigitta Shelby April Shook Allyson Sicilia Allison Smith Michelle Smith Steve Snodgrass Jennifer Snow Fred Spangler Melissa Sponaugle Katrina Thompson Christine Tine Toi Tisdale Karen Turner Tasha Turner Michelle Waid Jill Waldon Phil Way Cindy Wells Brooke Williams Melanie Wrzesinski
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## August Service Anniversaries

<b>40 Years</b> Cora Langston Virginia Larson Susan Lollis Cynthia Trout	Sharon Williams Linda Woodward	Jay Cowart Jeffrey Davis	<b>10 Years</b> Molly Adams Vanessa Amaker Pat Bagwell Ashley Burkett Holly Cignarale Tara Cooley Joel Copeland Patti Cripps Monte Cunningham Tracy Downey Tammy DuBose Heather Durham Heather Eddy Naomi Fernandez Kimberly Findeisen Megan Fitzgerald Robin Foster Teresa Franks Jessica Glymph Angela Godfrey Edith Kozikowski Tammie Lord Jaime Miller	Valerie Palmer Mike Riordan Jessica Rodriguez Valerie Royal Amanda Salle Carolyn Schlock Charlotte Shirley Jonna Smith Paige Snow Patti Thomas Patsy Washington Heidi Wiens	John Brenegan Eddie Brown Avis Bush Nickole Canty Sam Carros Anna Chewning Jen Childers Jeff Cobb Sarah DeHart Don Delany Devin Dixon Susan Fair Celeste Fickling Belinda Finley Holly Floyd Jason Fort Michelle Freeman Amy Geddes Brittany Goddard Norene Harris Martha Hawkins Brittany Hellams Kim Henson Lilia Herring	Ginger Holley Cindy Hylkema Christopher James Julian Johnson Ashley Lee Tiffany Littlefield Sharon Lock Joyanna Lyons Mid McCain Debbie McCauley Crystal Moore Vincent Morrison Shelly Navarro Elizabeth Parker Brailun Peters Sherry Phillips Whitney Phillips Jon Rafferty Andrew Rampey Heather Rampy Freddy Ray Maurice Richardson Debby Robinette Melanie Rose	Cece Salters Lee Scott Alisha Slagle Nancy Stone Tammy Stone Asheley Sullivan Recko Sullivan Lee Taylor Matthew Teel David Thornal Leni Ulrich Matthew Wentz Nakeia Wharton Frederica Whitner Cheryl Williams Chuck Wilson Jonna Wright Megan Wright Sinnett Hang Yin
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# Upcoming Events

## GHS Night at the Drive

Aug. 31—Fluor Field, starting at 4:30 p.m. Join us for this fun event at the Greenville Drive celebrating GHS employees and families. Pre-game activities for children include a chance to mingle with players. Tickets are \$5 apiece; receive a \$5 gift card redeemable at Fluor Field for each ticket purchased. Buy tickets online at [www.greenvilledrive.com/ghsnight](http://www.greenvilledrive.com/ghsnight), visit the box office or call 240-4528.

## Is Weight-loss Surgery for You?

Tuesdays, 1 p.m., and Wednesdays, 9 a.m. at 2104 Woodruff Road in Greenville. Learn from GHS bariatric surgeons what may be the best weight-loss option for you. Free; registration required. Call 676-1072.

## Girls on the Run®

Sept. 14-Dec. 3—Times and locations vary. This program combines training for a 5K with esteem-enhancing workouts for girls ages 8-15. Scholarships and payment plans are available. Visit [www.ghs.org/girlsontherun](http://www.ghs.org/girlsontherun).

## GMH Toastmasters

Sept 14 and 28—Roger C. Peace Hospital, Basement Conference Room, noon-1 p.m. This Toastmasters Club is open to all GHS employees. Develop public speaking and leadership skills at your own pace in a welcoming environment. For information, email Marie Hindman at [mhindman@ghs.org](mailto:mhindman@ghs.org).

## Komen Race for the Cure

Sept. 24—Heritage Park, Simpsonville, 10 a.m. Visit <http://www.komenscmm.org/> to donate or register.



## Honoring Our Veterans

For more information on these events, visit the GHS Veterans Association page at <https://plexus.ghs.org/Groups/veterans>.

## Honor Ceremony for Veterans of Desert Shield and Desert Storm

Aug. 27—TD Convention Center, 9 a.m.

## GHS Veterans Day Celebration

Nov. 11—Greenville Memorial Hospital, 11 a.m-noon.

## S.C. Veterans Upstate Event

Nov. 11—Fluor Field, 5-9 p.m.

# Community Connections



GHS and Entercom Upstate staff celebrate the newly named Entercom Playroom.

## Entercom Upstate Honored

GHS has honored Entercom Upstate's nine-year commitment to raising funds for GHS Children's Hospital by naming a Children's Hospital family recreation area after the organization.

The Entercom Playroom is located on the fifth floor of Children's Hospital. The naming was officially announced July 26 at a celebration for

Entercom Upstate employees, which took place in the Robert E. Coleman Medical Staff Auditorium.

Entercom Upstate, one of the largest sponsors of Children's Hospital, supports the hospital through various corporate and community events, including toy drives, ticket sale donations, sponsorships, and the annual Children's Hospital Radiothon (see Page 5).

## PaintFest America

On July 11, GHS' Cancer Institute and its Life Center® Health & Conditioning Club were the South Carolina host site for PaintFest America, a project of the national Foundation of Hospital Art.

For 50 consecutive days across the U.S., participants painted paneled canvas murals in one cancer treatment center: 50 cities in 50 days! One mural per site will represent the state and be assembled in the 50-state Stars of Hope mural displayed in New York on the last day of the tour.



Patients and staff joined in painting colorful murals that will be displayed in the Cancer Institute.

# The View

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To report news, email [ghsnews@ghs.org](mailto:ghsnews@ghs.org)

Meredith McGinnis, editor  
GHS Creative Services, graphic design

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## Sign Up for MyChart

MyChart is the new patient portal offered through Epic. MyChart allows you to see key parts of your medical record, communicate with your care team and participate in your care like never before.

Ask for MyChart at your next office visit or request an account online at [ghs.org/mychart](http://ghs.org/mychart).